

Disenrollment Process

For a Health Home recipient disenrollment to occur, the Health Home must follow a three-level process as outlined below.

Level 1 – Managing Problem Behavior

Examples of problem behavior include, but are not limited to, missed appointments (3 in 6 months with the designated provider), failure to comply with treatment plan, abusive language, harassment, other issues identified that significantly compromises the treatment plan.

1. If one or more of the above referenced problem behaviors exist, under the direction of the designated provider, the Health Home Care Manager contacts the Health Home recipient to discuss the identified problem via phone or in person.
2. Documentation of the problem behavior should be evident in the medical record including dates, time and observed behavior(s).
3. A letter is sent to the Health Home recipient documenting the problem behavior, the discussion between the recipient and the Health Home Care Manager and what was agreed upon. A copy of the letter is filed in the recipients' medical record.
4. If the behavior continues, proceed to Level 2.

Level 2 – Managing Recurring Problems

Recurring problem behaviors include those behaviors referenced in Level 1 plus any action that Health Home staff perceives as threatening.

1. Under the direction of the designated provider, a face-to-face meeting with the recipient is requested. The meeting should include the designated provider and the Health Home Care Manager.
2. If the recipient accepts the meeting, during the meeting a written agreement outlining the problem and expected future behaviors is reviewed with the recipient.
3. Recipient signs the agreement and a copy is filed in the medical record.
4. If the recipient refuses to sign the agreement, a follow-up letter is sent to the recipient outlining the meeting discussion, the recipient's refusal to sign the agreement and expected future behavior. The letter is signed by the designate provider and designated senior administrative staff. A copy of the letter is filed in the medical record and for notification purposes a copy is sent to the DSS Health Home project manager.
5. If the recipient refuses to meet in person, send a letter outlining the recurring problems and the expected future behavior. The letter is signed by the designate provider and designated senior administrative staff. A copy of the letter is filed in the medical record and a copy is sent to the DSS Health Home project manager for notification purposes.
6. If the behavior continues, proceed to Level 3.

Level 3 – Termination

Rationale for termination includes behaviors referenced in Level 1 and Level 2 plus any violent act or threat of violence.

1. Under the direction of the designated provider determine if recipient has access to another Health Home provider within the existing Health Home location or

- another Health Home location (must exhaust all options within HH location/System before requesting a new HH location)
2. Obtain approval from receiving HH provider/location and submit to DSS for approval. Provide DSS all documentation and previous correspondence.
 3. DSS reviews all documentation and determines if relationship termination is appropriate.
 4. If the termination is not approved, DSS and Health Home agree upon required action steps.
 5. If the termination is approved by DSS, recipient is notified of the decision and of their new Health Home assignment. The recipient is attributed to new Health Home location/Health Home, as appropriate. Notification to the recipient is sent certified mail.
 6. DSS notifies existing Health Home of decision and provides documentation to be filed in the medical record.
 7. *Discuss appropriate person to handle termination review.*